

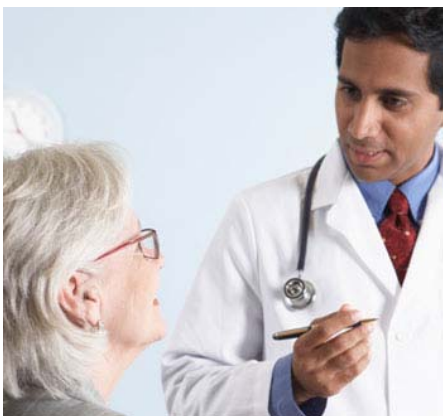
About Your Card

Your plastic Medicaid card is enclosed. Each member of your family who is eligible for Medicaid will get a Medicaid card. Even if you lose eligibility for Medicaid you should keep your card, because it can be used again if you are enrolled in Medicaid in the future.

DO NOT lose your card. If you lose your card, call us immediately so we can deactivate it and send you a new one.

DO NOT damage your card in any way.

DO NOT let anyone else use your card. Keep your card safe from theft. If someone else uses your card and Medicaid pays for services, that person has committed Medicaid fraud and could be punished with fines or prison. If you help someone commit Medicaid fraud, you could also be held responsible.



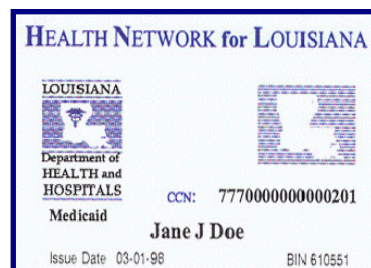
When to Use Your Card

Present your card each time you go to:

- ❖ The Doctor
- ❖ The Pharmacy
- ❖ The Hospital

Medicaid may pay for medical services and prescriptions you receive while you are enrolled. The medical service must be covered by Medicaid, and the provider must be enrolled as a Medicaid provider. Always ask the provider about coverage limitations and restrictions before you receive services.

If you received medical services during a time you were eligible for Medicaid, but you did not present your card, you should notify the provider so they can bill Medicaid.



The number on your card is not your "Medicaid ID Number." The number on your card is a tracking number.

How to Replace Your Card

If you need a new Medicaid card because your name changes or because your card is lost, damaged, or stolen, you should call Medicaid at 1-888-342-6207 or order a new card online at www.Medicaid.DHH.Louisiana.gov. Report a lost card immediately.

If your Medicaid card has to be replaced for any reason, it may take up to two weeks to receive a new card. Until you receive your new card you should call any providers before your appointments to make sure they can verify your eligibility without the card.



Non-Discrimination

Louisiana's Medicaid Program is an equal opportunity program. We cannot treat you differently because of your race, color, sex, age, disability, religion, nationality, or political belief. If you think we have:

- Call the U.S. DHHS Regional Office for Civil Rights in Dallas, TX at 1-800-368-1019;
- Call or write your local Medicaid office; and/or
- Write directly to LA Department of Health & Hospitals, P.O. Box 4818, Baton Rouge, LA 70821-4818.

Important Contact Information

Medicaid/LaCHIP Hotline
1-888-342-6207

TTY Text Telephone Line (for people with hearing impairments)
1-800-220-5404

www.Medicaid.DHH.Louisiana.gov

CommunityCARE (to choose or change a primary care provider)

1-800-259-4444

TTY Line: **1-877-544-9544**

www.La-CommunityCARE.com

KIDMED (To choose a doctor, dentist, or other provider for children under age 21)

1-800-259-4444

TTY Line: **1-877-544-9544**

www.LA-KIDMED.com

Medicaid Fraud (report Medicaid fraud)

1-800-488-2917

Non-Emergency Medical Transportation (To schedule non-emergency transportation)

1-800-259-1944

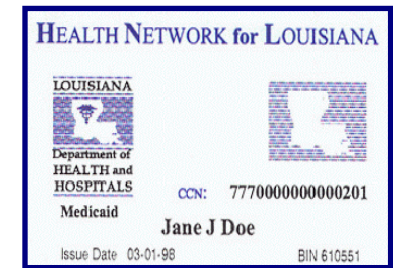
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Louisiana Medicaid Eligibility Card



www.Medicaid.DHH.Louisiana.gov

1-888-342-6207